



What do you think about our guides for how services should meet the fundamentals of care?

This is the new name for rules about how good a care service has to be.



This is an EasyRead version of:

Consultation on our guidance for providers on meeting the fundamental standards and on CQC's enforcement powers.

July 2014



Please tell us if you want this paper in any other format.

About this paper



At CQC, we have done a lot of work to change the way we check services.



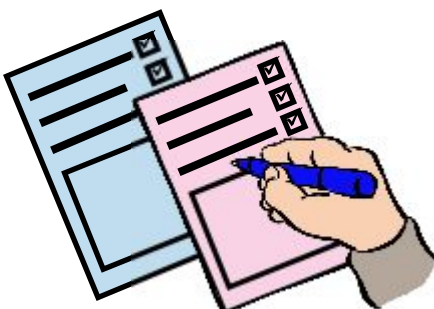
We asked people about all of these last year.



This year the Department of Health asked people about a new set of rules that all care services must meet.



These are called the **fundamental standards**. In this EasyRead we also call these rules.



This is a short EasyRead telling you about 2 big questionnaires we have done asking people what they think about our guides on how services can meet the new rules about care.



These are:

1. A Guide to how NHS services must tell the truth if things go wrong and have the right people in charge.



2. A Guide to how all services must meet the **fundamental standards**, including the rules above.

And what we can do about it if they don't.



The longer guides are on our website: www.tinyurl.com/new-regulations-guidance

Please let us know what you think by:

September 2014

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



1. Friday 5 September 2014 for the NHS rules starting early

or

October 2014

M	T	W	T	F	S	S
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2. Friday 17 October 2014 for all the rules for all services.



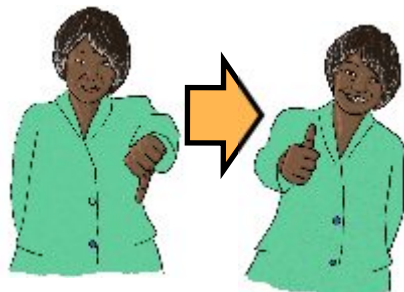
There are more details about how to tell us what you think at the end of this guide.



We are an independent organisation that checks health and social care for adults in England.



Our job is to make sure services give people good, safe and kind care.



We also want services to get better.



We check services in England to make sure they meet the fundamentals of care. This is the new name for rules about how good a care service has to be.



We tell people what we find out and give services a score to say how well they are doing. This helps people choose a service.



These are the things we believe in:

- we put people who use services at the centre of our work



- we are independent



- we work hard to get things right and are fair about what we do



- we listen to what people say and want people to be involved in our work



- we work together with other organisations



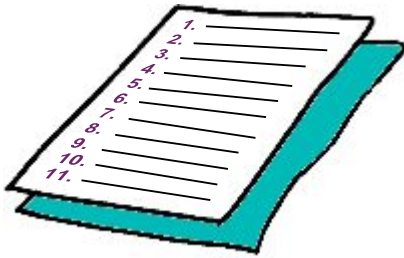
- we really want to do a great job. We expect to learn and get better all the time and expect services to do the same



- we help make sure people are treated equally and fairly and get their human rights.



1. Helping services meet the new rules



There are now 11 rules instead of 16.



These are clearer rules that all care services have to meet.

They will help us make sure services meet them.

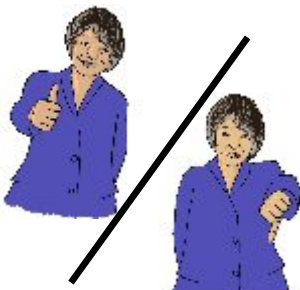


They are about:

1. Care that makes people's needs the most important thing



2. Dignity and respect



3. Need to ask people if they agree about how they are cared for



4. Safe care and treatment



5. Keeping service users safe from abuse



6. Giving the food people need



7. Places and equipment that are clean, safe and able to do what they need to



8. Getting complaints and doing something about them



9. Well run



10. Enough good staff

11. The right sort of staff



There are then the 2 others about:

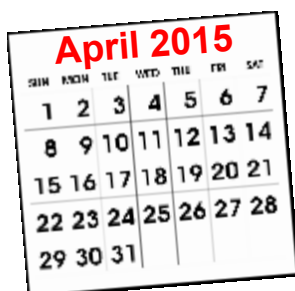
1. Telling the truth



2. The right people in charge.



These rules will be for all services, but will be for NHS services first from October 2014, so we are asking about that first.



These and the other rules start for all services from April 2015.



Telling the truth

This is also called a **duty of candour**.



It makes sure services are open and tell the truth when something goes wrong with health or social care.

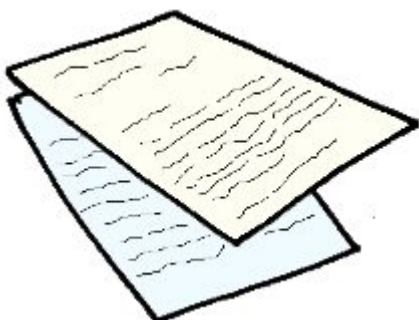


When a service is doing this properly we should see:

- everyone in the service being open and honest



- people being told quickly when something unsafe has happened



- people getting a written report about what really happened



- any other work being done to look into what happened



- the service writing to say sorry



- support for the people involved.



CQC can take a service to court straight away if it doesn't do any of these things.



The right people in charge.

Directors run organisations, although they might be called something else.



These people are in charge of making sure there is good and safe care.



When a service is doing this properly we should see:

- the name of someone who will have to answer questions if the fundamental standards are not met.



That person should:

- be known to be good



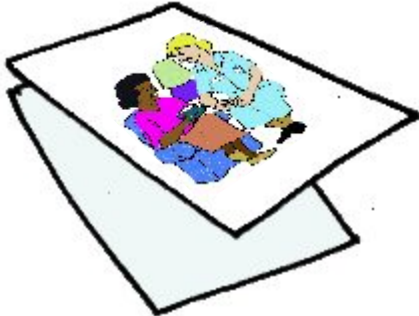
- have passed the right exams



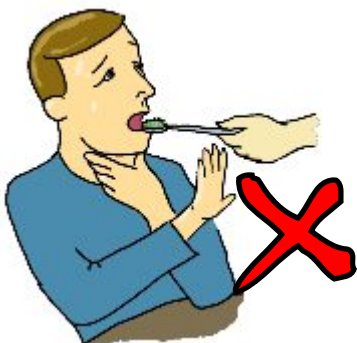
- have the right skills and experience



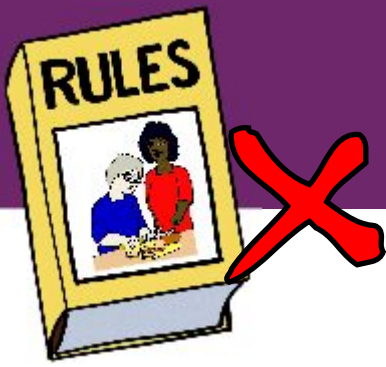
- be able to do their job properly



- give information about where else they have worked and any checks done on them



- never have been involved in anything really bad happening in any job.



2. What we can do if services don't meet the rules.



A new law in 2014 gave us new powers to make sure services meet the rules.

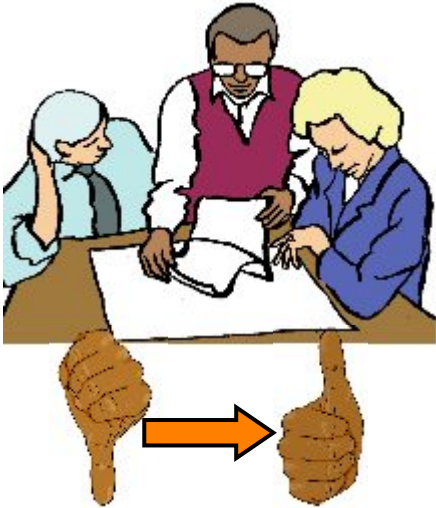


We think we will be able to help people at risk of poor care more quickly.



This includes taking people to court more quickly when we need to.

Things we can do



Make services say how they will get better

If people are safe, but a service is not meeting the rules, we can make them tell us how they will change.



If they do not get better we will do more.



Giving a Warning Notice

A warning notice tells a service, and everyone else, they are not meeting a rule.



If an NHS service needs to change a lot we will give them a special warning notice.



We will work with others to make sure changes happen.



Telling a service it must do something

We can tell any service on our lists to do something like train staff.



We can also tell them to stop doing something like giving a service in one place where we found poor care.



Taking people to court

We can take people to court for some things like:



- people not being safe

- people being abused



- services that keep breaking the rules.



These all start in April 2015.



How to tell us what you think

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October 2014

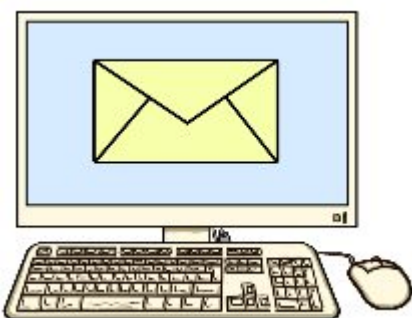
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1. Friday 5 September 2014 for the NHS rules starting early

or

2. Friday 17 October 2014 for all the rules for all services.



You can tell us what you think:

By email to:

cqc.consultation@cqc.org.uk



Online:

<https://webdataforms.cqc.org.uk/>

Checkbox/

DutyCandourFitProperPersonTest.aspx

and

<http://webdataforms.cqc.org.uk/>

Checkbox/

RegulationsAndEnforcement.aspx



By post:

**CQC Guidance consultation July 2014
CQC National Customer Service Centre
Citygate
Gallowgate Newcastle upon Tyne
NE1 4PA**

How to contact CQC



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Email:

enquiries@cqc.org.uk



Write to:

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Citygate
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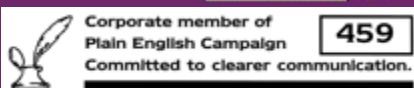


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